

# CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

## Company Wide Sales Growth

| Restaurant               | 2018     | 2019     | YOY%  |
|--------------------------|----------|----------|-------|
| Fayetteville, AR #312    | \$8,660  | \$16,251 | 87.7% |
| Springfield, OH #938     | \$8,585  | \$15,930 | 85.6% |
| Hickory, NC #382         | \$11,201 | \$19,681 | 75.7% |
| Cool Springs, TN #365    | \$18,212 | \$30,775 | 69.0% |
| Rochester Hills, MI #085 | \$12,673 | \$20,660 | 63.0% |
| Rogers, AR #669          | \$13,923 | \$22,696 | 63.0% |
| St. Louis South, MO #855 | \$16,483 | \$26,851 | 62.9% |
| Decatur, AL #701         | \$12,467 | \$20,295 | 62.8% |
| Woodbury, MN #792        | \$18,933 | \$30,691 | 62.1% |
| Mt. Juliet, TN #672      | \$16,027 | \$25,818 | 61.1% |

## District Sales Growth

| District       | Region    | WTD%  |
|----------------|-----------|-------|
| Todd Bell      | Western   | 36.7% |
| James Hamblen  | Southeast | 34.4% |
| Michele Beavan | Southeast | 29.9% |
| Denny Lynch    | Western   | 27.4% |
| Joe Risnear    | Southeast | 27.1% |
| Anthony Chapa  | Southeast | 23.7% |
| Daniel Smoote  | Southeast | 21.7% |
| Louis Deignan  | Western   | 21.2% |
| Eric Bargas    | Southeast | 19.5% |
| Brian Pitre    | Southeast | 19.4% |

## Birthday Sales Growth

| Restaurant                 | 2018  | 2019  | WTD%  |
|----------------------------|-------|-------|-------|
| Reno, NV #316              | 9.1%  | 28.5% | 19.4% |
| N. Richland Hills, TX #579 | 5.6%  | 20.0% | 14.5% |
| Edina, MN #797             | 20.6% | 34.8% | 14.3% |
| Rochester Hills, MI #085   | 18.9% | 32.7% | 13.8% |
| Lawton, OK #890            | 5.4%  | 18.6% | 13.2% |
| Greensburg, PA #763        | 12.9% | 25.6% | 12.8% |
| Springfield, OH #938       | 14.9% | 27.4% | 12.5% |
| Sumter, SC #657            | 9.2%  | 21.6% | 12.4% |
| Niles, OH #745             | 11.8% | 23.4% | 11.6% |
| Flint, MI #323             | 16.7% | 27.5% | 10.8% |

## Tesser Remodels Sales Growth

| Restaurant              | 2018     | 2019     | YOY%  |
|-------------------------|----------|----------|-------|
| El Paso, TX #852        | \$12,171 | \$24,255 | 99.3% |
| Paducah, KY #113        | \$11,709 | \$21,639 | 84.8% |
| FM 1960, TX #032        | \$14,571 | \$26,870 | 84.4% |
| Indy Castleton, IN #096 | \$13,396 | \$23,055 | 72.1% |
| Las Vegas SE, NV #311   | \$15,752 | \$25,204 | 60.0% |
| Syracuse, NY #526       | \$11,831 | \$18,886 | 59.6% |
| Fayetteville, GA #615   | \$18,101 | \$28,300 | 56.3% |
| OKC, OK #888            | \$15,498 | \$23,879 | 54.1% |
| Foothill Ranch, CA #371 | \$15,128 | \$23,182 | 53.2% |
| Fort Smith, AR #301     | \$10,537 | \$16,143 | 53.2% |



Congratulations to Brian Reid, the next Sapphire Pin Earner for Todd Bell's district! Brian has been part of Team Ellisville for 5 months now, and just 2 months ago earned his Ruby Pin. Brian works extremely hard to make sure every single party in the showroom is taken care of, as well as connecting with the kids and parents. He is very accommodating and always has a great Chuck E. attitude. Thank you Brian, for all you do. Your Sapphire Pin is very much deserved!

~ Brian is what we like, hands down a great host. ~

~ Brian was very good with my daughter she really connected with him and he always made sure we had everything we needed. ~

~ Brian was really great at organizing 15 10-year old girls! ~

Team Bel Air has done it once again, and they are excited to announce their next Sapphire Pin Earner, Kara Novak! Kara joined the Chuck E. family 3 1/2 years ago and has been a shining star ever since. She loves living by the 'Golden Rule', "Always treat others the way you want to be treated." Every party is a once in a lifetime experience when you have Kara taking care of your party. She always strives to make it as special as possible. Thank you Kara for all you do, your Sapphire Pin is very much deserved!



~ Our party host Kara was amazing! She was so energetic and helpful. The food and party were overall amazing. ~

~ Kara was amazing and did everything for us for the party. ~

~ Our party server was amazing. Kara took care of everything and she had great energy and was very attentive. I couldn't ask for a better party host. Best employee that I came into contact with the whole day. ~

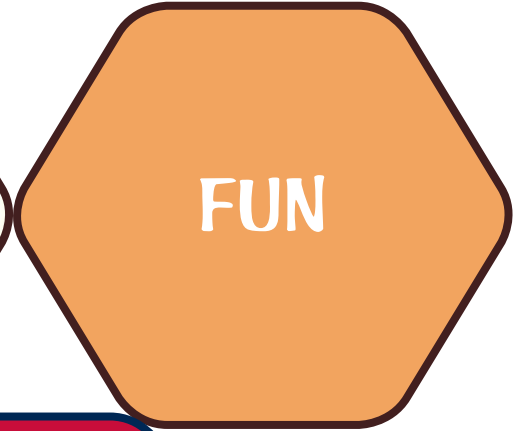


Week 18  
May 17, 2019



# WHAT'S GOIN' ON

- Highlight Moments -



Submit your highlight moments to [myfavoritefun@cecentertainment.com](mailto:myfavoritefun@cecentertainment.com)

# MILESTONES-

- Reach and Achieve! -

Pancho Avila ~ 042

Marvin Castro ~ 383

Reanna Montoya ~ 558

Jason Graham ~ 578

Stephen Christensen  
General Manager #681

15 Years

Jennifer Powers  
Asst. Mgr. #520

15 Years

Ana Galan  
Cast Member #795

15 Years

Byron Garcia  
Tech Mgr. #769

25 Years

Deborah Pena  
General Manager #592

25 Years

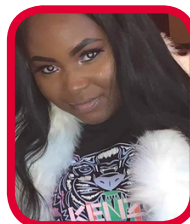


**Cabrin Smith**

**Team Fayetteville #312**

**Todd Bell, DM**

~ My son had a great time and so did all his friends. The staff made it super easy for me and I was able to enjoy my son's birthday without worry. ~



**Jazanae Pounds**

**Team Brookfield #841**

**Dustin Gasper, DM**

~ My hostess Jazanae was the best hostess for my daughter's birthday party. This was our first time and she did an excellent job. I would love to have her again if that was possible. Her professionalism was great. She was excellent with the kids and was so helpful and made this a great memorable experience for my child and myself ~



**Jace Gordan**

**Team Webster #592**

**Daniel Smoote, DM**

~ Jace was awesome! Very attentive and sweet. Thanks for making my babies birthday special. ~



**Ty Berkefeld**

**Team Brentwood #783**

**Adam Shafran, AD**

~ Ty was very friendly, helpful, and organized. We had a great time. My grandson had a great time too. ~

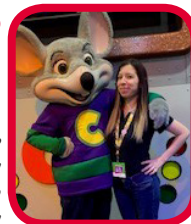


**Alejandra Terrero**

**Team Victorville #356**

**Arshad Khan, AD**

~ Alejandra was an amazing party organizer, she's the best! She was there for all our needs. I would definitely recommend this location and Alejandra as a party organizer to all my family and friends. I would definitely return to Chuck E. Cheese for another birthday party and most definitely if Alejandra is my party organizer. I thank you greatly! ~



**Kristen Bueche**

**Team Grand Rapids #105**

**Chad Estrada, DM**

~ My daughter had a blast for her 3rd birthday, I loved that lots of games were just right for her age. The best part about our experience was our party host, Kirsten. She was fun, attentive, and made the whole event stress free. My daughter loved Kristen and she made sure to make the day extra special for her and even played a few games with her and was very personable and great with the kids. ~



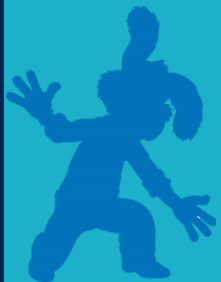


# DEAR CHUCK E...

- You're the BEST! -

I want to thank the Madison location for providing a fun, entertaining and amazing experience for my son's birthday party. Our host Jennifer was an amazing young lady who did a remarkable job and **an act of kindness** that I can not begin to express effected my family. Thank you for the amazing gesture you blessed us with. This employee definitely deserves recognition. Again **thank you for making this day so special.**

Southeast  
Madison, TN #068  
RVP Bill Eich  
AD Jim Hamblen  
GM Michael Stinson  
Cast Member Jennifer



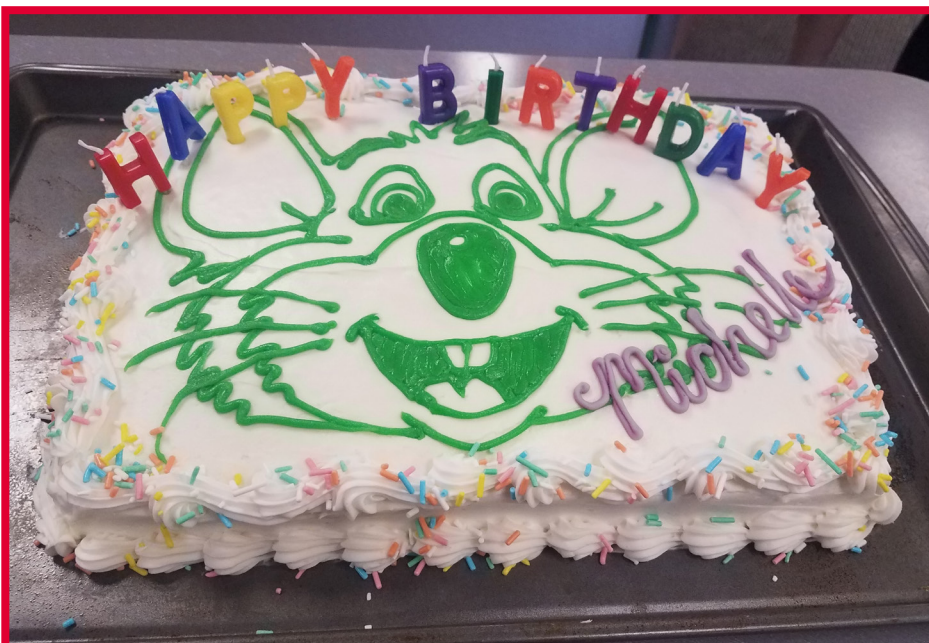
We had our daughter's birthday party here at 11:00, and **everything was wonderful.** Our Party Server Viance was the best, this girl was on top of everything and **always willing to assist** with a smile and a helping hand. We will definitely be requesting her for the next birthday party we have. She is the best and again, thank you!



Western  
N. Kansas City, MO #747  
RVP Jim Brawley  
DM Denny Lynch  
GM Eric Camargo  
Cast Member Viance

The party was phenomenal! Mohammed the birthday boy has autism and he invited all his friends from the autism center who also have similar sensory sensitivity issues. The staff opened early just for us and lowered the volume and turned off some of the loud noises/games. They also let me book a star party so the kids could move at their own speed. My son Never had a party because I couldn't think of a place that would accommodate for my son and his friends but the Manager Ramon and our server Kayla were the best of the best of the best and **this party was so memorable** and all the kids have never been to a party for similar reasons so **everyone left so happy** which made me happy. I even wrote the staff a thank you card. Thank you so much, this will be a very memorable day for us for years!

Northeast  
Rochester, MN #798  
RVP Chris Kelly  
DM Eric Montes  
Interim GM Ramone Hernandez



Team Bowling Green #567



# THE MORE YOU KNOW...

## Risk Management

### Tip of the week:

Report all employee injuries or accidents to The Network using the following number:

**1-877-232-2524**

All employee injuries must be reported within 24 hours.



## Purchasing

### Buffet Plate Auto-Substitution

Starting Monday, May 20th, PFS will be auto-subbing the residual 9" buffet plates for the regular 9" paper plates in an effort to deplete inventory.

Please use these as you would the regular 9" plate, while supplies last.



## Licensing

Congratulations to Team Gurnee #694 on passing a recent under age compliance check by properly refusing the sale of alcohol to an undercover minor guest!



## Facilities

### Non-Sewer Related Odor Issues in Restaurants

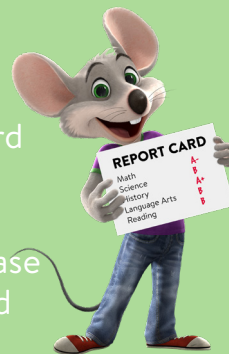
Over time with older carpets, restaurants will start to develop a 'locker room' type odor in them. To help prevent this odor and treat these current issues, please refer to the following best practices:

- Make sure AC's are on overnight when carpets are cleaned. It helps remove the moisture from the air and dry carpets faster.
- Have AC fans (not the cooling) changed from an auto status to a circulating or on status.
- If carpets are more than damp in the morning after cleaning, report it to Accuchem that water extraction was not done properly.
- If odor persists, request a bio-wash on your next carpet cleaning. This process can be repeated as needed.

## Marketing

School is almost out for the summer, so we are rewarding kids and their hard work with some free game play! This year, we changed a few POS procedures to ensure the food purchase requirement is met on our report card promotion and reward certificates.

Please reference the separate communication sent out by Marketing.



## Learning & Development

### Training Materials Online Portal COMING SOON:

L&D ordering is going digital!

Soon, the power will be put in **EVERYONE'S** hands to place your own orders for:

- Manuals
- Checklists
- SMTS
- Posters
- Pins - check it out for exciting design updates!

And more, and all in a one-stop shop!

Hang tight, we are **ALMOST** there.

More details coming **NEXT WEEK!**

# THE MORE YOU KNOW...

## Human Resources

Recently, everyone received some new E-Verify Decal's to display in their front entrance area.



Decals are two sided. The 'sticker' side is english.

English side faces outside of store  
Spanish side faces inside of store

Please reference the below instructions on where and how to display these decals.

Locations that have an interior set of doors:



Apply decals in the lower, left glass pane of door

Locations that do not have an interior set of doors:

Apply decals in window directly to the left of exterior doors, in the lower left corner



OR



DO NOT PLACE DECALS ON EXTERIOR DOORS.

## Star Awards Q1 2019

Congratulations to the following individuals on their amazing accomplishments in Q1.

The year 2019 is getting off to a great start!

### Retention Award:

Placentia, CA #442 ~ Sandra Corral  
Harlingen, TX #864 ~ Johnny Ramirez  
South Toledo, OH #554 ~ Shannon Lovette  
MacArthur Park, CA #397 ~ Edward Porter  
Willowdale, ON #845 ~ Sam Catinella

### People Pleaser Award:

San Bernardino, CA #415 ~ Dennis Lewis  
Brooklyn, NY #522 ~ Louis Daguindeau  
Walnut Park, CA #787 ~ Jose Rodriguez  
Middletown, NJ #480 ~ Damien Robertson  
Frederick, MD #770 ~ Eileen Kirton

### Party Pleaser Award:

Walnut Park, CA #787 ~ Jose Rodriguez  
Lynwood, CA #377 ~ Elisa Castaneda  
Weslaco, TX #862 ~ Ruben Garza  
Staten Island, NY #494 ~ Sharissa Verastegui  
Raleigh, NC #636 ~ Jessica James

### Sales Driver Award:

Hattiesburg, MS #566 ~ Diana Burrough  
Northridge, CA #451 ~ Elva Colio  
Norman, OK #893 ~ Shaun Mendez  
Las Cruces, NM #307 ~ Shaleen Acosta  
Concord, CA #379 ~ Cinthia Deleon

### Community Ambassador Award:

West St. Louis, MO #947 ~ Heidi Lupo  
N. Miami, FL #435 ~ Carlos Depinho  
Laredo, TX #569 ~ Ana Barrera  
Joliet, IL #678 ~ Joe McDonough  
Sterling, VA #654 ~ Yesy Morales



**Amanda Dearing  
Kendall Brown**  
Team Norman #893



**Sixta Martinez  
Enrique Hernandez**  
Team Austin #951



**Team Pittsburgh #544**  
Oldies Themed Team2 Meeting





# CAREER GROWTH OPPORTUNITIES

## General Manager

|                   |     |
|-------------------|-----|
| S. Birmingham, AL | 707 |
| Edmonton, AB      | 834 |
| Fullerton, CA     | 325 |
| Valencia, CA      | 355 |
| Diamond Bar, CA   | 409 |
| El Monte, CA      | 428 |
| San Bruno, CA     | 444 |
| Jax-Regency, FL   | 062 |
| Wichita, KS       | 962 |
| Slidell, LA       | 693 |
| Salisbury, MD     | 771 |
| Rochester, MN     | 798 |
| Rochester, NY     | 517 |
| New Hartford, NY  | 646 |
| Yonkers, NY       | 653 |
| Amherst, NY       | 840 |
| Sharonville, OH   | 738 |
| Lima, OH          | 754 |
| Janesville, WI    | 728 |

## Tech Manager

|                  |     |                         |     |
|------------------|-----|-------------------------|-----|
| Jonesboro, AR    | 668 | Largo, MD               | 532 |
| Redwood City, CA | 108 | Springfield, MA         | 476 |
| Lakewood, CA     | 357 | Leominster, MA          | 753 |
| N. Fresno, CA    | 364 | Everett, MA             | 755 |
| Lynwood, CA      | 377 | Southgate, MI           | 713 |
| San Jose, CA     | 404 | Omaha, NE               | 733 |
| Long Beach, CA   | 769 | Jersey City, NJ         | 484 |
| Vista, CA        | 784 | Hempstead, NY           | 527 |
| Superior, CO     | 711 | Bronx Terminal, NY      | 641 |
| Waterbury, CT    | 463 | Charlotte, NC           | 039 |
| Jonesboro, GA    | 601 | Cincinnati Colerain, OH | 561 |
| Savannah, GA     | 605 | Tulsa, OK               | 891 |
| Fayetteville, GA | 615 | Norman, OK              | 893 |
| Darien, IL       | 685 | Austin, TX              | 586 |
| Columbus, IN     | 670 | Midland, TX             | 928 |
| Ft. Wayne, IN    | 946 | Beaumont, TX            | 930 |

## District Level

**District Manager**  
South Chicago, IL Market

To view all open Chuck E. Cheese positions, visit [www.chuckecheese.com/careers](http://www.chuckecheese.com/careers)

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

